

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES**



PROCEDURE	
Subject: Performance Management Procedures	Procedure Number: 2012-DDS- Performance-PR005
Responsible Program or Office: Office of the Director, Department on Disability Services	Number of Pages: 2
	Effective Date: January 1, 2013
Cross References, Related Policies and Procedures, and Related Documents: Policy on Performance Management; DDA Performance and Quality Management Strategy	

1. PURPOSE

The purpose of this Performance Management procedure is to provide guidance on the standards, guidelines and expectations for the Performance Management Program within the Department on Disability Services (DDS) to ensure management effectiveness, continuous learning, quality improvement, and accountability in accomplishing the mission and objectives of the agency.

2. APPLICABILITY

This policy applies to all DDS administrations, work units, offices, managers, supervisors and employees.

3. PROCEDURES

- A. DDS/DDA shall develop a Performance Plan annually, by the beginning of the Fiscal Year, which sets annual objectives and is used by the Executive Office of the Mayor, DC City Council and the public-at-large to monitor performance and progress on stated objectives.
- B. Each DDS business unit shall establish additional performance objectives and measures each year that align with the Performance Plan to guide the management work plan and performance evaluation of the work unit. These additional objectives and measures will address the breadth of the unit's responsibilities and focus on known areas needing improvement and/or on advancing best practice.
- C. Each business unit's objectives shall be reflected in the District of Columbia Annual Personnel Performance Plan S.M.A.R.T. goals for employees in that unit for that year, to ensure that the agency is capturing data, monitoring performance and making adjustments as needed through the workforce performance systems, which align with program objectives.

- D. DDS shall combine all agency and business unit performance objectives and measures for centralized tracking in Performance Reporting On-line (PRO) system.
- E. Each business measure in PRO shall have an owner identified who is responsible for monthly and/or quarterly reporting of performance for the preceding time period by the 5th of each month.
- F. DDS Deputy Directors and the DDS Quality Management Director shall hold performance meetings with their respective business units between the 5th of the month and the third Wednesday of each month. Those meetings shall include and document in PRO:
- A review of performance against target goals
 - An analysis of barriers to or deficits in performance
 - Recommendations to address identified barriers or deficits
- G. The DDS Information and Technology Unit shall also review the performance findings for the preceding month for the DDS Director, create additional queries and reports as deemed necessary and prepare a summary of recommendations, if any, for performance improvement.
- H. The DDS Director will convene a meeting with each Administration and Division on the third Wednesday of each month to review all performance metrics with each Administration and Division.
- I. The DDS Deputy Directors and Quality Management Director shall lead their respective review meetings and provide an overview of key performance gains or concerns and corrective actions to the DDS Director.
- J. The DDS Information and Technology Unit shall present any independent findings and analysis for consideration by the team.
- K. Action steps shall be documented by the Director's Office for follow-up at the next meeting.
- L. The DDS Chief of Staff shall coordinate the submission of quarterly updates on the DDS Performance Plan to the Office of the Deputy Mayor and Office of the City Administrator